



National Finance Center Customer Notification

Date of Notification: June 3, 2010

Subject: Reservist Differential Issue in SPPS-Web

Database/Customer(s) Affected: All Customers

Dear Customer:

This is to notify you of an issue we are experiencing in SPPS Web when processing Reservist Differential Payments which include interest. In the Settlement window in SPPS Web, once an agency selects a Settlement Type that includes interest such as "Reservist Differential Greater 30 Days-Interest" or "Reservist Differential Less/Equal 30 Days-Interest" and clicks Save, it cannot be changed to a Settlement Type that does not include interest such as "Reservist Differential Greater 30 Days" or "Reservist Differential Less/Equal 30 Days". The record must be deleted on the Adjustments window and a new record must be added using the correct Settlement Type.

We are aggressively working toward a resolution. A follow up notification will be sent no later than June 7, 2010.

If you have any questions regarding this communication, please contact NFC's Payroll/Personnel Call Center at (800) 981-3026 or (504) 426-6455 (Option 3) or the NFC's *EmpowHR* Help Desk at (888) 367-6955 or (504) 426-1670 or via email to empowhr@usda.gov.

JF/M3-10-018/036

"Tip of the Week"

The Payroll/Personnel Call Center (800) 981-3026 is available to assist agency Human Resources Offices from 8:00 A.M. – 4:00 P.M. (CST), Monday – Friday. If employees have any questions regarding their payroll, they should contact their agency Human Resources office.